

Patron Manual



Wolfner Library for the Blind and Physically Handicapped

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Secretary of State

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Welcome to Your Library

Mission Statement

The mission of Wolfner Library for the Blind and Physically Handicapped is to provide informational and recreational materials in braille and audio formats free-of-charge to Missourians who are unable to use standard print materials due to blindness, visual or physical impairment, or a reading disability and to provide disability-related information to the public. Wolfner Library is part of the National Library Service (NLS) national network of cooperative libraries. The purpose of the network is to make recorded and braille books and magazines available in a manner which is both accessible and convenient for the readers who use the library. Therefore, circulation is done through the mail. You may request a cassette or braille copy of this manual or an application for service by calling Wolfner Library at **1-800-392-2614** or **1-573-751-8720**. Electronic copies of the manual and application are also available on our Web site: www.sos.mo.gov/wolfner/.

A Brief History

Before 1924, the Saint Louis Public Library loaned braille books to the adult blind. In 1931, Congress passed the Pratt-Smoot Act, and eighteen regional libraries, including the Saint Louis Public Library, were selected for the program that was to become the National Library Service (NLS) for the Blind. In 1937, private citizens raised funds for a building, which was dedicated in memory of Dr. Henry L. Wolfner, a noted Saint Louis eye specialist. In 1977, Wolfner Library became a division of the Missouri State Library. Wolfner Library is under the administration of the Secretary of State, the Missouri State Librarian, and the Director of Wolfner Library for the Blind and Physically Handicapped.

In the ensuing years, additional federal laws have broadened the library's ability to include children and people with physical disabilities. The book and magazine collections were made more accessible by provid-

ing materials not only in braille but also on record, and cassette. The NLS program is in the process of converting Talking Books from the current analog system to a digital system based on state-of-the-art technology. To assist readers in reading the “talking” (recorded) books, Wolfner Library loaned playback machines at no charge. On March 1, 2006, Wolfner Library celebrated 75 years of partnership with the NLS.

Location

Wolfner Library for the Blind and Physically Handicapped occupies offices on the first and second floors of the James C. Kirkpatrick State Information Center. Services are free of charge. Business hours are Monday–Friday, 8:00 a.m. to 5:00 p.m.

**Wolfner Library for the Blind
and Physically Handicapped
PO Box 387, 600 W. Main
Jefferson City, MO 65102-0387
(800) 392-2614 (Toll free)
(573) 751-8720**

Changing or Discontinuing Services

Contact Wolfner Library if you want to change or discontinue your library services, or if you want to continue your library service while you visit another state. Wolfner Library and explain your needs. Wolfner Library will send your books to an out-of-state address on a temporary basis. If your move to another state is a permanent one, library services can be transferred to the NLS regional or subregional library in that area.

Media

Books are available through Wolfner Library in braille and on cassette. In addition, the library houses a small collection of large print books, mainly children’s titles. You can borrow books in any or all of these media.

Most of Wolfner Library’s cassettes are recorded at a slower speed than commercial recordings and will not play on a standard cassette player. Also, the cassettes are recorded on four tracks. This means that there are four sides to every cassette. Wolfner Library loans special

equipment on which to play recorded books. There is no charge or deposit required for the equipment.

The library also has descriptive videos for you to borrow. Descriptive videos are movies, documentaries, and television programs with narration added, describing actions, settings, costumes and other visual elements. They may be played on any standard video cassette player. Patrons supply their own player.

Copyright Laws

Under Public Law 104-197, materials produced by authorized entities at the slower speed on four tracks for use by blind persons or other persons with disabilities are not an infringement of copyright. However, it is illegal to make copies of any of the books, magazines or videos circulated by Wolfner Library.

Confidentiality

The reading records of Wolfner Library patrons are confidential, in accordance with Missouri Revised Statute 182.817. These records are retained at the library as long as the patron is an active user. If a patron moves to another state and requests his/her records, they will be transferred accordingly.

Wolfner Library

- Serves more than 18,000 Missourians
- Provides free mail library service to patrons' homes
 - Maintains a collection of nearly 350,000 items
 - Circulates 500,000+ items each year
 - Sponsors a summer reading club for children
- Answers reference questions and provides research for patrons by telephone, mail, e-mail, FAX, TDD, or in person

Staff



Director

Director Richard Smith oversees all aspects of Wolfner Library operations. You may contact the director when service issues cannot be resolved through regular staff channels. Your comments about services are encouraged.

Reader Advisor

Each client of the Wolfner Library has a Reader Advisor. These advisors offer assistance in making sure you receive materials of your choice in a timely manner. Contact with your advisor can be made by phone, e-mail, fax or through the United States Postal Service.

Always Contact Your Reader Advisor When:

- ☎ you want to request books, magazines or descriptive videos;
- ☎ your machine malfunctions or does not play properly;
- ☎ your machine becomes lost or stolen;
- ☎ your books stop coming;
- ☎ you have a question about your service;
- ☎ you need information on titles, subjects, or authors;
- ☎ your name, address, or telephone number changes;
- ☎ you wish to have your service put on hold;
- ☎ you wish to discontinue service; or
- ☎ you have equipment or books you are not using.



Front row: Bonnie O'Donnell, Paul Mathews, Carol Wilson-Mathews and Ginny Ryan. Back row: Susan Higgins, Brandon Kempf, Debbie Musselman and Cheryl Hassler

Youth Services Librarian

Wolfner Library employs a full-time professional librarian to provide specialized services for children and teenagers who use the library. The youth services librarian works with individuals and their parents, schools, and teachers to provide reader advisory services and special programming, such as the summer reading program, for children and teenagers. The youth services librarian selects books to supplement the collection and maintains a small reference collection on children's and young adult literature, learning disabilities, and other relevant topics.

Special Services Staff

Wolfner Library specializes in offering reference and referral services that focus on blindness, visual impairment, and other topics of concern that these communities confront. The special services librarian will answer questions and provide assistance to requests submitted by phone, mail, fax, or e-mail. The topic will be researched using a variety of resources including Wolfner's collection, the NLS's Union Catalog, the Internet, and Missouri State Library online and print resources, such as reference books, magazine and journal articles, microfiche, and microfilm. Our Wolfner technician will put the responses into the format you find most accessible.

Additionally, the special services librarian coordinates the promotion of Wolfner Library services to library patrons, agencies, organizations, and the general public through presentations and exhibits.



Front row: Nancy Doering and Deborah Stroup. Back row: Diann Stark and Elizabeth Lang

Contact the Special Services Staff When:

- ☎ you have a question regarding blindness, visual impairment or other topics of concern involving these communities;
- ☎ you become aware of a good outreach opportunity to promote our services to potential Wolfner Library patrons.

Administrative Program Coordinator

The role of the administrative program coordinator is to ensure Wolfner Library patrons receive high quality service. Your comments regarding current and potential Wolfner Library services are always welcome.

Circulation Staff

Wolfner Library's circulation staff sends over a half million items a year to patrons and distributes all incoming mail to the various departments within Wolfner. Books are also inspected before they are mailed out. The circulation staff is responsible for the entire video, book, and recorded media collection and keeps the entire collection in sequence order to provide efficient distribution of library materials to patrons.



Front row: Stacy Jo Butler, Brandon Lammers, Rhea Dickrader, Ken Gilliam, Amanda Heimericks. Back row: Cheryl Nott, Mike Jaegers and Cheryl Schreiman

Machines Coordinator and Staff

Wolfner Library provides equipment, accessories, and catalogs to its readers. The machines coordinator receives, issues, and controls the federally owned and supplied equipment and accessories used solely by eligible blind and physically impaired individuals or qualifying institutions. The machines staff maintains accurate records, conducts periodic inventories, safeguards the machines and accessories, and repairs the machines as needed. Finally, the machines staff provides telephone assistance in troubleshooting machine and accessories malfunctions.

Technical Services Specialist

Our technical services specialist oversees all aspects of duplication, magazines and acquisition of books. The main responsibility is to assure our patrons that we have enough copies of materials available and that the materials are processed in a timely manner.

Tape Duplication Staff

The Tape Duplication Department offers a wide variety of services, including computer-generated cassette labels, quality control checks of each and every cassette produced, tape duplication of popular titles, and cassette repair. An uncirculated, master copy of every cassette in our collection is housed and maintained to aid in the tape duplication process.

Coordinator of Volunteers

Wolfner Library offers a number of volunteer opportunities; volunteer support helps us provide better service to our clients. Volunteer services are concentrated in four different areas including the Recording Program, Outreach/Public Education, In-Home Assistance and In-House/Wolfner Library assistance.

Volunteers serve in many different capacities, including demagnetizing tapes for re-use, inspecting and cleaning tape players, clerical work, producing tape-recorded books, tape duplication, and special projects. If you or someone you know is interested in volunteering with Wolfner Library, contact Deborah Stroup by email at deborah.stroupe@sos.mo.gov or toll free at 800-392-2614.

Book Catalogs

There are several ways to find out what books are in Wolfner Library. You can review the books listed in *Talking Book Topics* and *Braille Book Review*; you can request subject catalogs such as mysteries, westerns, etc.; you can check Wolfner Library's Online Public Access Catalog (WolfPAC); or you can request specific titles, authors, or subjects through your Reader Advisor.

Talking Book Topics* and *Braille Book Review

Talking Book Topics, a catalog listing recorded books only, and *Braille Book Review* are bimonthly publications sent to all registered library readers. *Talking Book Topics* is available in large print or on cassette and

Braille Book Review is available in large print or braille. Both are also available as ASCII files on computer diskette. All copies contain information on the most recent books produced by NLS and distributed to the network libraries.

Your copy comes with an order form so you can simply check the books you want and send the form to Wolfner Library. *Braille Book Review* has a braille order form. Both the print and cassette versions of *Talking Book Topics* have print order forms. Listings include order numbers, authors, titles, descriptions for each book, and whether the book contains strong language, violence and/or descriptions of sex. *Talking Book Topics* and *Braille Book Review* are divided into the following categories: adult nonfiction, adult fiction, children's nonfiction, children's fiction, and books in foreign languages.

Subject or Genre Catalogs and Bibliographies

In addition to *Talking Book Topics* and *Braille Book Review*, there are many other catalogs published by NLS which contain listings and descriptions of the books Wolfner Library has for you to read. Also, Wolfner Library staff members have created recommended reading lists on popular topics as well. For a current list of available catalogs and bibliographies, please contact Wolfner Library, or visit the library's home page at www.sos.mo.gov/wolfner/. You can also get to this Web page by typing "Wolfner Library" into your favorite search engine.

Please note, however, that none of these catalogs include all books available through Wolfner Library. If a book you want to read is not listed in a catalog, call the library and ask if it is available. Our Reader Advisors will be happy to assist you.

NLS Questionnaires

Periodically, NLS sends questionnaires to library readers asking if they would like to receive personal copies of the NLS produced catalogs. These catalogs contain listings of NLS produced books. They are available in large print, on cassette, and in braille. To receive the catalogs listed in a questionnaire, you must return the questionnaire to the address listed.

Wolfner Library's Online Public Access Catalog (WolfPAC)

Wolfner Library's catalog of books is available online. The Web address is <http://wolfpac.sos.mo.gov/klasweb/>. This catalog includes books in braille, large print, and on cassette as well as descriptive video titles. You can request and reserve books and videos through this catalog with a User ID and password. If you do not know your User ID and password, or for assistance with the catalog, please call Wolfner Library at 1-800-392-2614 during regular business hours or e-mail us at wolfner@sos.mo.gov.

The screenshot shows a web browser window titled "Basic Search - Wolfner Library - Microsoft Internet Explorer". The address bar displays <http://wolfpac.sos.mo.gov/klasweb/>. The page features the Wolfner Library logo on the left, which includes the Great Seal of the State of Missouri. Below the logo is a "Menu" section with links: "Search", "Patron Information", "Place Requests", "Log Off / Start Over", and "Help". The "Search" link is highlighted. The main content area is titled "Wolfner Library Basic Search". It contains a "Search For:" text box, a "Search Index:" section with radio buttons for "Author Keyword", "Title Keyword" (selected), and "Subject", and a "Browse Index" button. Below this is a "Search Options:" section with a checkbox for "Use Patron Profile" and a "More Options" link. At the bottom of the search options are "Submit Search" and "Reset" buttons. Further down is a "Search Options:" section with "Sort By:" (set to "Author"), "Limit By:" (with "Availability:" and "Media:" dropdowns set to "All Titles" and "All Media" respectively). The browser's status bar at the bottom shows "Done", "Trusted sites", and the time "2:43 PM".

WolfPAC Frequently Asked Questions

1) Who can use the WolfPAC site?

Anyone may visit WolfPAC to conduct a catalog search, send e-mail to the library, or link to other resources. However, you must enter a valid user ID and password to view patron information or place online book orders.

2) Can I use WolfPAC when the library is closed?

Yes. WolfPAC never closes.

3) Can I pick my own User ID and Password?

All registered patrons have a user ID (also known as your patron ID) and a password that have been assigned by the library. You *must* use the user ID assigned to you, but you have the *option* of changing your password by going to the 'patron record' screen in the 'patron information' menu and selecting the 'change password' function. The change is immediate. It is important to remember your password; library staff can only reassign a password.

4) What if I forget my user ID or password?

Library staff can provide you with your user ID and give you a new password. If the library has your e-mail address on file, you may use the 'Forgot Your Password?' option to send an e-mail message to us requesting this information. Otherwise, please call the library during business hours, Monday through Friday, 8:00 a.m. to 5:00 p.m., to speak with a staff member.

5) Can other people order books for me on WolfPAC?

Yes, but only if you tell them your user ID and password. Wolfner Library keeps your user ID and password confidential. If you ask a family member or friend to place orders for you on WolfPAC, please ask them to keep your user ID and password confidential, too.

6) If I am having trouble, is there someone I can call for assistance?

Yes. We encourage you to use the extensive online help available with WolfPAC; however, if you have questions or run into a problem, please call Wolfner Library for assistance. Library staff are available to help you with WolfPAC questions during business hours or use the 'E-mail Us' option to ask your question electronically.

- 7) **Can I order a book on WolfPAC and then come by the library to pick it up?**
No. Books ordered using WolfPAC are automatically queued up for the next mail shipment. If you want to pick up a book in person, please call the library and make the request by phone. That way your WolfPAC transaction will not need to be cancelled.
- 8) **What is the maximum number of books I can have shipped immediately, or rushed, from my WolfPAC order?**
You may designate three cassette titles as 'Rush' per week. If you wish to rush a braille book, please contact your reader advisor.
- 9) **How soon is my online order shipped?**
When available, book orders are usually shipped the next business day.
- 10) **What happens to my online orders for books that are unavailable for immediate shipment?**
Unavailable rush orders are placed on your reserve list and will be sent as soon as they become available. Unavailable non-rush orders, meaning these items can be shipped as you return books to us, are placed in your request list and will be sent as part of your regularly scheduled shipments as you need books in the future.
- 11) **Is there any limit to the number of books I can order using WolfPAC?**
No. There is no limit to the number of books you can order.
- 12) **Does WolfPAC show which books have been checked out to me?**
Yes. Your 'Patron Information Summary' screen will display your most recent shipment date and the titles sent. Your 'HasNow' screen lists the titles which have been shipped to you and provides links to the 'Title Display' for each entry.

Ordering Books and the Circulation System

The goal of the library's circulation system is to provide you with all the reading material you want on a regular basis. Generally you will receive a new book automatically every time you return one. Therefore, an effective way to use the system is to return each book as soon as you finish it. This will guarantee you a steady flow of books. The books sent to you are selected from your request file, or based on the reading interests you indicated on your application.

Each new reader is sent seven books. Call the library if you want to increase or decrease the number of books you receive.

Wolfner Library numbers materials with a two or three-letter prefix followed by a four or five-number code. The prefix identifies the medium in which the book is available. The following list identifies the codes.

BR = Braille.

LP = Large Print. This collection, predominantly books for children, contains books printed in size 14 or larger font.

RC = Cassettes. These NLS produced cassettes are recorded on four tracks at a speed of 15/16 inches per second (IPS) and play for 90 minutes per side.

WOC = Cassettes. These cassettes are recorded on two tracks at the commercial speed of 1-7/8 IPS and generally play for 60 minutes per side.

WOD = Cassettes. These cassettes are generally produced by Wolfner volunteers or other libraries for the blind and physically handicapped. They are recorded on four tracks at 15/16 IPS and play for 90 minutes per side.

You can order books by catalog number only, but if any numbers are transposed, you may get the wrong book. If you also include the title and the author's name, you will be sure to receive the book you requested.

❖ **Be sure you include your name and address on your order form or book list.**

Service Options

There are a variety of service options to suit your reading needs, including:

On Demand

Books shipped to you only upon special request.

Request List

Readers supply us with a list of books they would like to read. Each time we receive a book, another is automatically shipped from this list at your next regular service time. Books can be added to the request list, but the computer always makes random selections based on availability.

Computer Selection

Patrons are asked to be as specific as possible about their reading interests including the kinds of books they like to read (mysteries, bestsellers, westerns, biographies, etc.), their favorite authors, and also whether they prefer not to receive books that contain sex, violence, and/or strong language. There are many variables. Tell us what you like and what you do not like, and we will do our best to program the computer to send the right kinds of books for your tastes.

Time Interval Options

Weekly/Bimonthly/Monthly - a specified number of books is shipped on the same day each week/every other week/month.

When you phone, send in, or submit an online book order, your Reader Advisor will do one of three things based on how you have asked to receive service:

1. If the book is available, they will send it out in the next day's mail.
2. If the book is not available and you want to receive it as soon as possible, they can put it on your reserve list so that the next copy that is returned to us will be sent directly to you.
3. Place the book on your request list to be sent at a later date.

Ordering Books in a Series

If you want to read books in a series in chronological order, call Wolfner Library and request the first title of the series. The Reader Advisor will then add that series to your patron profile and you will receive the series in its proper sequence.

Web-Braille

Patrons with Internet and braille output capabilities can download many braille books from the NLS Web site. To register for this service, contact the Wolfner Library staff at **1-800-392-2614**. You will need to tell the staff what you would like your password to be and your e-mail address. After your account is set up, you will receive an e-mail message informing you how to access the collection.

Wolfner Library also offers a Missouri-specific Web-Braille site containing college sports schedules, festival information, Missouri magazines and books, and other items that may be of interest to you. Missouri Web-Braille is on Wolfner Library's Web page at:
www.sos.mo.gov/wolfner/webbraille/mobraille.

Circulation

The standard loan period for a book is six weeks. Returning books promptly assures a constant flow of reading material to you. Holding books for longer periods of time or neglecting to return them may interrupt your service and deny the same titles to other readers.

Books and Damage

Due to the nature of recorded materials, books can become damaged. Tapes tangle and break. Braille books, too, are often damaged through normal use. If a book is damaged when you receive it, or if it gets damaged while you are reading it, notify Wolfner Library immediately. You will be sent another copy of the book if it is available. You should return the damaged book to Wolfner Library in its container. If it is a cassette book, place a rubber band around the damaged cassette and place it braille-side down in the container. If it is a braille volume, tie a string around the cover of the volume. Then check the box marked "defective book" in the upper left-hand corner of the mailing label.

Playback Machines and Assistive Devices

- ❖ NLS talking book cassettes are not recorded the same way commercial records and cassettes are recorded.

Most of the cassette books in Wolfner Library's collection are recorded on four tracks per cassette at 15/16 IPS. You **must** have a special four track cassette player to use these cassettes. The talking book machine and four track cassette player are furnished free on indefinite loan, and you can keep the equipment as long as you remain active by borrowing one book per calendar year. There is no deposit payment for this equipment.

Operating Instructions

Our players come with recorded instructions that explain how to operate the machines. If you need more assistance learning to operate your player, call Wolfner Library and ask for Machines Lending. Staff will answer any questions you have about the operation of your playback machine.

Power Sources

Our standard cassette player, called the C-1, has rechargeable batteries. To extend the life of the battery, you can charge the battery for approximately fourteen hours, and then run it off the battery for six hours. However, for your convenience you may leave the cassette player continuously connected to a wall outlet. This should offer only a small decrease in the performance of the battery. The C-1 must have a battery installed while in use. Running without a battery causes a reduction in sound quality, a slowing of fast-forward/rewind, and an increased stress on internal components.

Our easy cassette player, called the E-1, does not have a battery and must be plugged into a standard wall outlet to operate.

Playback Machine Repair and Maintenance

If your playback machine breaks, you should call Wolfner Library. Replacement or repair is at no cost. Readers are allowed only one cas-

sette player in their possession. If your records are in order, a new machine will be mailed to you immediately. Mail the defective machine back to Wolfner Library in its original container. You will find a mailing label inside the box with the new machine. Dampen the back of the mailing label and place it over the label on the outside of the box. When you return a machine, call Wolfner Library or fill out the equipment return form enclosed, explaining why you are returning it and whether you need a replacement.

❖ **Remember: Machines can be mailed under “Free Matter” mailing privileges. Do not pay postage to return or exchange equipment.**

Headphones

Cassette players are equipped with headphone jacks. Headphones are not, however, automatically furnished with the machines. If you live under circumstances where you need headphones to listen to your books, you can either buy headphones from a local retail outlet or request Wolfner Library to send you a set if you qualify. You may qualify if your hearing is impaired, you live in a group setting, you need privacy or if sound causes difficulty to others. Some reading disorders also qualify. If you buy your own, you need to select monaural headphones with a 1/4" headphone jack. Adaptors are available from electronics stores that will allow stereo headphones to be used with these players.

Pillowphones

A pillowphone, to be placed under your pillow, is for Wolfner users who are bedridden. Normally the sound can be heard only by the reader. It can be used with any NLS playback equipment.

Amplifiers

Special amplifiers are available if you have a significant hearing loss. Because the sound is boosted to a level that could cause permanent hearing loss to a person with normal hearing, a separate application requiring medical certification is necessary. The amplifier is designed for use with the standard headphones on any NLS playback equipment.

Extension Lever

Extension levers are provided for you if you have difficulty manipulating the key controls on the standard cassette machine.

Remote Control Unit

Remote control units are available if you are either bedridden or have great difficulty in mobility. A unit will operate only the "on or off" functions of NLS playback equipment. It will not provide control of individual functions such as volume, speed, etc.

Breath Switch

Breath switches are available if you have little or no use of your arms and hands. The breath switch plugs into the remote control transmitter and uses air pressure to operate only the "on or off" functions of NLS equipment.

Solar-Panel Battery Charger

Solar-panel battery chargers are available if you do not have access to electricity, either temporarily or permanently. This charger is used to recharge batteries for the cassette machine and the overseas talking book machine Model B-79. It is a small, durable, lightweight unit packed in an 11" x 10-1/2" x 3-1/4" carton.

Common Machine Problems with Our Standard Cassette Players

Here are a few of the recurring problems that patrons experience with their standard cassette players:

1) My cassette plays too fast.

This is caused by a loose tape, static electricity build-up or the wrong speed. Eject the tape from the cassette player,

place the tape in the palm of your hand and rap it against a flat sur-



face three times. Re-insert the tape in the cassette player, rewind the tape for a minute, then stop. Fast forward the tape for a minute, then stop. Press the play key and it should play at the 15/16 IPS speed. If it does not, check the rocker switch to be sure it is on the 15/16 IPS setting.

2) The sound is weak or plays two voices.

This is caused by dirty heads. Get a cotton swab and some alcohol. Eject the tape from the cassette player, leave the door open and press the play key. Tip the machine at a 45-degree angle toward your body and look through the glass door. Submerge the swab in alcohol, remove it from the alcohol and place the swab on the heads through the open door. Move the swab from the left to the right until the heads are clean.

3) I cannot hear the whole book.

This is caused by the side selector switch not being in the right position. Once side one is finished playing, turn the tape over and press the play key and listen to side two. **After side two is finished**, change the side selector switch to side 3-4, which is pressed down to the right. Turn the tape over again to side one, but because our tapes are recorded on four tracks, you will actually be listening to side three. After side three is finished, turn the tape to side two. When you press the play button, you will then be listening to side four of the tape. Return the side selector switch to side 1-2, which is pressed down to the left, and repeat the process to listen to the next tape.

4) The sound fades from high to low volume.

This is caused by the battery losing its charge. Remove the power cord from the rear of the cassette player and plug it into an electrical outlet for recharging. This takes approximately fourteen hours. You should not play your cassette player during the recharging process.

5) The machine plays and then stops.

This is caused by a defective battery. Contact Wolfner Library and request a replacement cassette player. A replacement cassette player will be mailed out to you the same day if you call before 10:00 a.m., Monday through Friday.

6) The machine does not play when unplugged.

This is caused by a low battery. Plug the electrical cord into the wall outlet and do not play the cassette player for fourteen hours. This will

recharge your nickel-cadmium battery so you can once again listen to a book up to six hours while the machine is unplugged.

7) A commercially produced recording sounds too slow.

This is caused by the rocker switch being in the incorrect position. Wolfner Library has supplied you with a cassette player that plays tapes at either 15/16 IPS or 1-7/8 IPS. Our cassettes are recorded at 15/16 IPS, so the rocker switch should be in the 15/16 position when listening to our tapes. Set the rocker switch to 1-7/8 IPS when you want to listen to commercial recordings such as music, radio plays, or books on tape from your public library.

8) The keys are hard to push down.

This is caused by faulty metal. Contact Wolfner Library and request a replacement cassette player. A replacement cassette player will be mailed out to you the same day if you call before 10:00 a.m., Monday through Friday.

Common Machine Problems with Our Easy Cassette Players

Here are a few of the recurring problems that patrons experience with their easy cassette machines:



1) My easy cassette machine does not play all sides of the tape.

This is caused by reaching into the machine and removing the tape from the platform and flipping the tape onto the opposite side. The easy cassette player has the capabilities of playing all four sides of the tape without removing the tape from the platform and flipping it over.

NOTE: There is no need to flip the tape over, even when instructed to do so by the audiotape. The easy cassette player does not have a side selector switch to manipulate.

2) My easy cassette machine does not play at all.

This is caused by trying to operate the easy cassette machine without plugging the machine into the electrical wall outlet. The easy cassette machine operates on electricity only. It does not have a battery pack attachment.

3) My easy cassette machine plays too slow.

This is caused by playing commercially produced audiotapes instead of cassettes produced by the National Library Service. The easy cassette machine is designed to play Wolfner Library cassette tapes and other tapes recorded at 15/16 IPS only. This is a slower speed than commercially produced tapes.

4) My easy cassette machine is hot.

This is caused by the machine constantly being plugged into the electrical wall outlet. When your easy cassette machine is not in use, please remove the power cord from the electrical wall outlet.

5) My easy cassette machine is not starting at the beginning of the book.

This is caused by not operating the easy cassette player properly. The easy cassette machine has an instruction tape inserted inside the machine and printed instructions are available at Wolfner Library.

Here are a few quick things to check:

- Be sure the easy cassette machine is on a flat surface.
- Be sure the power cord is properly plugged into the electrical wall outlet.
- Be sure the electrical wall outlet is working.

To begin listening to the tape, move the slide control to the right all the way to the middle of the easy machine and wait until you hear the beginning of the tape. If your machine is still not operating properly, contact the Machines Department for assistance as your machine may be in need of replacement.

6) I want to listen to a part in the middle of the book.

The easy cassette machine has a review key to listen to parts of the tape that you would like to have repeated. The review key is located on the front of the easy cassette machine, to the right of the slide control which turns the easy machine on and adjusts the volume. Just press down the review key and hold it until you get to the part of the book you want to hear again. The tape will begin to play as soon as you release the review key.

7) I want to skip to side two instead of listening to all of side one.

Remove the panel on the right rear of the machine, press the raised "S" button, hold until you hear two beeps, release and side two will begin to play. Once side two begins, place the panel back over the opening on the right rear and when aligned correctly, it will lock in place.

NOTE: If you want to skip to side three, hold the "S" button down until you hear three beeps. To start on side four, hold the "S" button down until you hear four beeps. Be sure to replace the panel when you are finished.

8) My easy cassette player beeps and does not play the tape.

This is caused by the audiotape being twisted or an easy machine malfunction. Press down in the middle of the cassette tape until the tape and platform rises to the top. Slide the slide control all the way to the left. Press down in the middle of the cassette tape until the platform locks in place. Slide the slide control to the middle of the panel and wait for the beginning of the tape. If the tape still does not play properly, contact the Machines Department for assistance as your machine may be in need of replacement.

If you have any other questions or concerns, please call the Wolfner Library's Machines Department at **1-800-392-2614** for assistance.

Book Service for Youth

The library has books for children of all ages in twin-vision print/braille, print/braille, braille, large print, and recorded book formats. The library collection also includes young adult books in braille, large print, and recorded cassette for teenagers.

Twin-vision print/braille books are picture books for the preschool through primary grade level. The original standard print edition of the picture book, complete with pictures, is rebound with brailled text pages inserted between the print pages. The brailled pages are translucent. Twin-vision print/braille books are excellent for sharing. The child who is blind or visually impaired can read the braille while a sighted person follows along. The sighted person may describe the pictures, if desired. An adult who is blind or visually impaired may also be interested in reading a twin-vision print/braille book to a sighted child. Some twin-vision print/braille books have large print and are useful for the visually impaired child who needs large print books.

Large print books are not part of the NLS program; however, Wolfner has a small large print collection. The large print collection consists pri-

marily of books for children and teenagers. The library produces its own catalog of large print books. Call the library to request this catalog.

Print/braille books are braille books with standard print text included on the brailled pages. There are no pictures in these print/braille books. These books are especially useful for beginning braille readers who are working with a parent or teacher.

The library conducts a summer reading program for children and teenagers. Registered participants receive a packet with suggested reading lists and activities, including some for the entire family to enjoy. Summer reading club members receive awards for achieving different goals in the program.

Books for children and teenagers are cataloged with notations of appropriate grade levels. *Braille Book Review* and *Talking Book Topics* have sections announcing books in braille, cassette, and twin-vision print/braille for children and teenagers.

Magazines

NLS offers a wide variety of magazines in braille and on cassette, free of charge to qualified readers. They are mailed directly to you each time the magazine comes out.

There are also magazines in recorded and braille formats that are produced by private organizations and other agencies. Some of these are available on cassette. We can help you learn if a particular magazine is available, its cost, and how to subscribe. A subscription fee may be charged for some of these magazines. Wolfner Library **cannot** pay subscription fees.

Magazines produced by NLS are recorded on cassette or produced in braille. Magazines recorded by other regional libraries are available primarily on cassette.

For a listing of the magazines available from NLS and other organizations, call Wolfner Library and request the publication entitled *Magazines in Special Media*. This catalog is available in large print, braille, or on cassette.

Topics

You can subscribe to or borrow from a wide variety of magazines. Some of the topics available include the arts, news, sports, science, books, parenting, computers, health, and finance. Women's, men's, and children's magazines are available, as well as several magazines written specifically for blind people. You can receive a complete list of magazines in each medium by calling or writing Wolfner Library.

NLS Magazines

Magazines produced by NLS play on Wolfner Library's players. They are mailed in paper envelopes with small address stickers and are yours to keep. These magazines should not be returned to Wolfner Library. Collect them, dispose of them, or pass them on to someone else when you are finished with them. Magazines available for subscription are listed in each issue of *Talking Book Topics*.

Braille magazines are also mailed to you directly. They generally arrive in cardboard boxes with small address stickers on them and are yours to keep. They should not be returned to Wolfner Library. Collect them, recycle them, or pass them on to someone else when you are finished with them. Braille magazines available for subscription through NLS are listed in each issue of *Braille Book Review*.

Subscribing to NLS Magazines

To subscribe to an NLS magazine, call or write Wolfner Library. Library staff will send your request to NLS. Do not contact NLS directly. All magazine subscriptions are handled through the regional libraries, so you must contact Wolfner Library to subscribe.

Subscription processing often takes six to eight weeks to complete. You will receive the first issue of the magazine approximately two months after you place your order. No limit is placed on the number of magazines you may subscribe to through NLS. However, you should review your subscriptions periodically and cancel any you do not wish to continue receiving.

Borrowing Other Magazines

You can also borrow magazines taped by other regional libraries. These magazines are not available on a subscription basis, but you can arrange

to borrow them regularly from the library. They will arrive in a standard library mailer with a reversible mailing label and should be returned to the library when you are finished reading them. You can obtain a list of these magazines by contacting Wolfner Library.

Descriptive Videos

Descriptive videos provide descriptive narration of key visual elements, making television programs, feature films, home videos and other visual media accessible to people who are blind or visually impaired. Key visual elements are those that visually impaired viewers would ordinarily miss, such as actions, costumes, gestures, facial expressions and scene changes.

Inserted within the natural pauses in dialogue, audio descriptions of important visual details help to engage blind viewers with the story.

The following guidelines should be followed to borrow descriptive videos:

- 1) You must be an active, registered user of Wolfner Library for the Blind and Physically Handicapped.
- 2) Only one descriptive video at a time is loaned to each patron. The loan period for descriptive videos is **one week**, starting the day you receive the video.
- 3) The videos are mailed to you via "Free Matter" mailing and may be returned to the library in the same manner, by turning over the label on the mailing case. If there is a problem with the tape, mark the defective tape box on the mailing card.
- 4) Remember that some videos may contain strong language, violence or sex. When available, a national motion picture rating system is applied and noted in the catalog.
- 5) When you receive the descriptive video catalog, please order all of the videos you would like to have. The videos you receive will come from this list, as they are available.



6) You must provide your own VHS video cassette player. Descriptive videos will play on any VHS video cassette player; no special adaptation is needed to hear the descriptions.

❖ **Please rewind the videotape before returning it to the library.**

If you have any questions about the Descriptive Video Service, please call Wolfner Library at **1-800-392-2614**. The library staff will be happy to assist you.

NFB-NEWSLINE®

The National Federation of the Blind developed **NFB-NEWSLINE®**, to be used by anyone who cannot read a printed newspaper because of a visual or physical disability. **NFB-NEWSLINE®** uses the latest digital technology to bring blind and visually impaired readers an easy-to-use telephone service that “reads” all the text from various newspapers across the country. Users need only a touch-tone phone and their personal identification numbers to access the nationwide, toll-free number. By following a touch-tone menu, you will be able to access different sections of the newspaper—the front page, the sports page, the business page, etc. You choose the newspaper and voice you prefer.

Applying for **NFB-NEWSLINE®** is as easy as a phone call, and there is no application or subscription fee. Call Wolfner Library at **1-800-392-2614** to request an application form; or, if you are a registered patron of Wolfner, our staff will complete your application over the phone. New users will receive a personal identification number (PIN) and a security code to gain access to **NFB-NEWSLINE®**.

Wolfner Library E-mail Distribution List

You may wish to subscribe to our e-mail distribution list. This list will be used to send out timely Wolfner information to our clients who have e-mail. Topics include recommended reading lists, staff news, NLS updates, etc. If you would like to be added to our distribution list, please call the library at 1-800-392-2614 or e-mail us at wolfner@sos.mo.gov with a message stating you wish to be added to the list.

Mailing

Books, magazines, descriptive videos, and playback machines will be mailed to your home through the United States Postal Service. Books, descriptive videos, and magazines that must be returned to Wolfner Library will arrive in mailing containers with reversible mailing labels on the outside. A punched hole in the upper corner of the mailing label will be on the right side when you receive the item. When you are finished with the item, turn the mailing label over so that the punched hole is on the left side, replace it in its holder on the outside of the mailing container, and drop it in the mail.

All Wolfner Library materials can be mailed as "Free Matter for the Blind and Physically Handicapped." As long as they have this notation on the container, the post office will handle them at no charge. Free matter privileges are the result of Public Law 91-375, which allows large print, recorded, and braille material for persons with disabilities to be mailed free. Congress provides funding to the United States Postal Service to underwrite the costs of carrying free matter mail.

Before mailing your materials back to Wolfner Library, please check the following:

- ✓ Rewind all descriptive videos.
- ✓ Rewind the last cassette in each book. When all four sides have been played, tapes have been correctly wound. Rewinding the last

cassette helps library staff process your returned books and send new items to you sooner. If a book ends on an odd-numbered side (for example 1, 3, 5, etc.), it should be rewound. If it ends on an even-numbered side (2, 4, 6, etc.), it should be fast forwarded to the end.

- ✓ Put a rubber band around defective cassettes and place them braille-side down in the mailing container.
- ✓ Make sure that no personal items are inside the mailing container.
- ✓ Be sure that all cassettes and videos are in their original containers and that books are complete before you return them.
- ✓ Securely snap or buckle mailing straps.
- ✓ Turn over the mailing label before sending material back to Wolfner Library.
- ✓ Make sure you return material to the proper library. Other libraries mail books in similar or identical containers used by this library. If you receive books from another library, be sure you return the items in their original containers to the appropriate lending institution.

Six Suggestions to Improve Your Library Service

- 1) Rewind descriptive videos and the last cassette in every book. Your help will shorten the time needed to process your returned materials and get new items out to you.
- 2) Update your request list periodically. This will ensure that you always have a book to read or a descriptive video to enjoy.
- 3) Send each item back to the library as soon as you have finished it. This will make that item available for others and guarantee you a steady flow of materials.
- 4) Call your Reader Advisor whenever you have a question, problem, or need some reading suggestions. You can call the library toll-free in Missouri at **1-800-392-2614**, or make a toll call at **1-573-751-8720**.
- 5) Review your magazine subscriptions at least once a year. This will help you receive only the magazines you want to read.
- 6) If you have library books or machines you are no longer using, please call the library and let us help you return them for others to use.

Thank you — and welcome to Wolfner Library!



ROBIN CARNAHAN
SECRETARY OF STATE

WOLFNER LIBRARY
1-800-392-2614